

My name is Jo Deann Allphin. I am an employee of CaptionCall here in St. George, Utah. As TLS, we were asked to personally reach out to our customers and inform them of the mandated FCC change in the way the CaptionCall phones are set up. When having conversations with our customers about this change, it was difficult for some of them to understand exactly what to do. With the captions not coming on automatically, many were unable to get the instructions we were trying to give them. With the button set to "on" our customers did not need to worry about whether or not they would receive their captioning. It was automatically there for them.

With the necessity of turning the captions to "on" I feel that this takes away the functional equivalency for those with disabilities. If they have to push an extra button, take an extra step to get what they need, it makes the process more complicated and frustrating for one who is already struggling with some sort of disability. Our customers need to have the same ability to function as we do. We pick up the phone and dial a number. Those who are protected by the ADA deserve the same. There should be no extra steps for them to function as we do.

Thank you for your consideration.